

JOB DESCRIPTION

JOB TITLE	Supervisor of Housing Programs
DEPARTMENT / PROGRAM AREA	Housing Services
REPORTING TO	Manager of Housing Programs
EFFECTIVE	May 2018

GENERAL PURPOSE [Description of the purpose of the position, why does it exist what are key responsibilities?]
<p>Under the direction of the Manager of Housing Programs, this position is responsible to provide financial, administration oversight and guidance for all Housing Programs initiatives within the District. This includes, but is not limited to, the funding, administration and compliance of social housing legacy programs, increasing the supply of affordable housing, including the delivery of all Investment in Affordable Housing components; Rental Housing, Homeownership, Ontario Renovates, the direct delivery of the Rent Supplement, Housing Allowance and Portable Housing Benefit programs as well as ad hoc programs such as the Social Housing Improvement Program, the Social Housing Electricity Efficiencies Program and Social Housing Apartment Improvement Program. Ensuring effective and efficient program delivery in accordance with relevant provincial and federal guidelines and legislation and regulation.</p> <p>The Supervisor of Housing Programs has decision-making authority, and provides leadership to housing programs and initiatives. This position provides financial and performance information, analysis and expertise for the preparation and analysis of program budgets, contracts, performance management and department business needs and processes.</p> <p>This position will conduct analysis, modelling, and forecasting and provide recommendation to support decision making processes related to program opportunities, including regeneration and innovative funding opportunities.</p> <p>The position is the lead liaison which works effectively, collaboratively and innovatively with development proponents, service delivery partners, community partners, DNSSAB departments and staff in support of effective service delivery, and the administration of legal agreements and contracts demonstrating strong fiscal management.</p> <p>This position will provide leadership, coaching, mentoring and supervision to a team of staff with a focus on continuous improvement. The position provides input into the policy and procedure development in accordance with legislative directives and the DNSSAB Strategic Plan, and provides recommendations for service enhancements to achieve successful outcomes and solutions through collaboration, feedback and analysis..</p> <p>The position is responsible for supervising all Housing Program staff who delivers housing programs and initiatives on behalf of the DNSSAB. The position is also responsible for</p>

strategizing long term planning initiatives.

KEY ACTIVITIES

[Name and list under each the key activities of the position and percentage estimate of time for each section.]

- Provides input into the financial, administration, oversight, modelling and expertise of the Housing Programs department, to ensure the successful delivery of all Housing programs and initiatives.
 - Supervises a team of staff with a variety of job functions employed in the administration and delivery of Housing Programs, including Social Housing legacy programs, Rent Supplement, Housing Allowance and Housing Benefit programs and Affordable Housing programs; managing includes recruitment, performance review, discipline, coaching/counselling, training and development.
 - Develops and maintains a risk management plan to identify areas of concern in the Social Housing, Rent Supplement, and Housing Benefit and Affordable Housing programs and recommends solutions and business process improvements.
 - Assists with the analysis, planning and implementation of all potential project strategies for the efficient and effective expenditure of program funds
 - Provides operating forecasts and develops and monitors suitable forecast models for the all Social Housing, Affordable Housing and Ad Hoc programs as required.
 - Reviews activities and trends in overall Housing Programs, analyses and recommends changes or improvements.
 - Develops financial and business related strategies that ensure Housing Programs financial targets are met.
 - Interprets relevant legislation, legislative changes, and analyses and advises Manager Housing Programs of impact on service delivery, processes and budget demonstrating strong fiscal management.
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- Assists with year-end processes for Housing Programs operating agreements, contracts, agreements and legislative reporting requirements, working closely with the Manager of Finance to ensure compliance;
 - Leads the Provincial reporting requirements using Grants Ontario. Advanced Excel and Grants Ontario software skills to provide analysis, on-going monitoring and variance analysis, as well as providing recommendations to support the decision making process related to program delivery.
 - Supports community groups and developers to facilitate the creation of new affordable housing units under available housing programs
 - Oversees multiple District affordable housing development projects throughout various phases from project planning to successful completion of new facilities and/or regeneration of existing facilities.
 - Oversees various affordable housing initiatives including Ontario Renovates and Homeownership projects throughout all phases from application to successful project completion.
 - Oversees the direct delivery of the Commercial Rent Supplement, Housing Allowance and Portable Housing Benefit programs to ensure the maximum number of low income households is provided while maximizing funding.
 - Identifies and pursues funding opportunities, and oversee a comprehensive development portfolio management plan, regeneration and revitalization plans including the related twenty (20) year capital budget.
 - Oversees the coordination of timely processing of payments due in accordance with legislative and contractual agreements
 - Works in conjunction with the Housing Programs staff, in accordance with DNSSAB and Housing Services policies and procedures to ensure that housing programs are being operated in compliance with relevant legislation, operating agreements, regulations, policies and standards.
 - Oversees social housing legacy program compliance; ensures operational reviews

are completed in a timely fashion, identifies triggering events makes recommendations of remedies; monitors and tracks both financial and operational compliance. Identifies areas of potential risk and liability. Ensures performance and investments in projects are risk-managed and meet all governance requirements.

- Evaluates compliance requirements and regulations; maintains communications with all parties to ensure DNSSAB risk management and due diligence practices are maintained.
- Coordinates the delivery of new funding initiatives that directly benefit all housing programs.

- Administers monthly and quarterly reviews of contractual and operating agreements to ensure fulfilment of obligations (milestones, deliverables and invoicing), service level standards, and legislative compliance.
- In collaboration with the Contract Specialist, responsible for developing contracts and legal agreements and maintaining a program management system to ensure all agreements and contracts have been properly executed and are in compliance with the contract terms and conditions.
- Acts as liaison with our Contract Specialist to settle disputes regarding contract interpretation, conditions and/or compliance with legal and reporting requirements.
- Writes, prepares and presents Briefing Notes to the management team and the Housing Committee.
- Works closely with the Manager of Housing Programs to prepare Request for Proposal (RFP) and Request for Quotation (RFQ).
- Represent the DNSSAB, when appropriate, on local, regional and principal groups on Social and Affordable Housing committees by providing expertise, building consensus and driving investment.
- Prepare reports to provide information on direction of strategic developments, community engagement and intelligence on future trends which will affect the DNSSAB communities.
- Participates in the management on call rotation after office hours and responds to major emergencies after hours.

As a DNSSAB employee, the position is responsible for creating, maintaining and actively participating in a respectful workplace that is free of all forms of harassment, discrimination and violence.

QUALIFICATIONS

- Successful completion of a Degree in in Urban Planning, Engineering, Business Administration, or a related discipline or approved equivalent combination of education and experience.
- Minimum three (3) years' experience in social housing, the development industry working with community groups, including experience in real estate development, municipal land use planning, project management, financing and project planning.
- Demonstrated knowledge of the Housing Services Act and Residential Tenancy Act legislations, regulations and design requirements, as well as the ability to interpret legislation.
- Demonstrated knowledge in the areas of housing development and financing, cross program Provincial and Federal funding framework, research, program development, budgeting, and business planning.
- Knowledge of the District's role, functions, challenges and legislative and policy framework.
- Knowledge of, and demonstrated ability in, corporate core competencies including customer service, communication, team work and initiative/self-management.
- Demonstration of departmental competencies, including flexibility and adaptability, accountability, strategic thinking, innovation and creativity, and collaboration.
- Possess management competencies including results/achievement focus, human resource management, leadership, financial management, business planning, decision making/judgement, representation and professionalism and job knowledge.
- Strong report writing, research, analytical and project management skills to meet program objectives and work to tight deadlines.
- Computer literacy utilizing MS Office software applications.
- A Valid Ontario Driver's License and a reliable vehicle for use on the job.
- Possess excellent oral, written and presentation skills with the ability to adapt communications to different audiences and mediums.
- Bilingualism is considered an asset.
- May require flexibility of hours and location of work.
- Demonstrated regular attendance in keeping with the Board's Attendance Management Policy.

STATEMENT OF MANAGEMENT DUTIES AND RESPONSIBILITIES IN DNSSAB

All management is responsible and accountable for:

- Commitment to the achievement of Quality Services and Healthy Workplace through DNSSAB's Strategic Plan and Direction;
- Planning through participation and input into strategic planning, developing operating and financial plans, monitoring plan progress, reporting on plan results and evaluating the effectiveness of planning activities;
- Effective and efficient management of financial and human resources;
- Developing and organizing work processes, assigning work to staff, monitoring progress on outputs and quality, identifying process and workflow issues and developing solutions to these problems to achieve efficient, effective and quality services;
- Developing and implementing appropriate measurements for plans and workload productivity, analyzing and reporting on measures;
- Managing, Supervising Human Resources through recruitment and selection of staff, orientation, training, performance management, monitoring compliance with organization policies and standards, administration of Collective Agreement including grievance investigation and resolution;
- Internal and External Communication through written correspondence, reports and through oral presentations and meetings with staff and community;
- Maintain awareness of external and operational trends to identify impacts on DNSSAB mandates and programs.
- Effectively manage and safeguard Board assets both tangible and intangible;
- Be committed to the highest standards of ethics and business conduct;
- Promote and protect the good reputation of the organization.

COMPENSABLE FACTORS

COMPLEXITY / JUDGMENT

[The decision-making aspects of the position, the variety and relative difficulty of the material or information upon which decisions are based and the use of knowledge and experience in making the decisions]

Employee works towards Board objectives, instructions and policies. Must be able to manage change effectively. Employee develops solutions to problems from factual background and fundamental principles while remaining in compliance with relevant program guidelines and legislative requirements.

EDUCATION AND SPECIFIC TRAINING

[The level of formalized knowledge required to satisfactorily fill the position – such knowledge is most commonly acquired as a result of time spent in schools, colleges and universities / today's levels and standards are utilized – Education and Work Experience are rated together]

Equivalent to a degree

EXPERIENCE

[The length of time required to learn, under instruction or guidance is measured along with the essential techniques and skills the job calls for / work experience is gained on the job under consideration, on prior jobs where the same or more elementary principles and techniques are used and on related jobs where the required body of knowledge can be built up – this is assuming the “incumbent” starts with the education level specified in the Education factor]

Minimum three (3) years' experience.

INDEPENDENCE OF ACTION

[Reflects the amount of direction and control received from either personal supervision or standard practices and precedents – also considers ingenuity, creativity and original thought required in the job]

Plans and carries out details of procedures and methods to attain objectives. Employee takes action in the straightforward application of policies or standards widely accepted within the occupation or profession.

RESULTS OF ERRORS

[Considers the extent of losses to the organization – such losses may result from mistakes occasioned by insufficiently considered decisions or judgements – only in lower level positions is consideration given to carelessness / results of errors is also used to evaluate responsibility for the safety of others]

May cause substantial delays in a phase of work. May cause serious results (beyond damage and waste) through late delivery, material shortage or service breakdown. May cause identifiable deterioration in customer, public or employee relations. May result in fatal or incapacitating injury to others.

CONTACTS

[Contacts refers to the relative importance to the organization of necessary personal relationships of the position holder to others / the contacts can be internal to the organization and external]

Require skill in personal relationships to avoid loss of business or organization prestige to a significant extent both internally and with external partner organizations. Required for the coordination of effort of important units of organization.

CHARACTER OF SUPERVISION

[Considers the degree, kind and intricacies of supervisory responsibility – such responsibilities may involve direct functional direction as in “line” positions or advisory responsibilities as in “staff” relationships]

Gives direct supervision.

SCOPE OF SUPERVISION

[Appraises the size of the direct line responsibilities measured in total number of persons supervised.]

Supervises a mid-size unit.

PHYSICAL DEMANDS

[Considers the degree and severity of exertion associated with the position]

May require considerable visual attention and/or mental concentration. May involve awkward positions causing strain or fatigue. May require much walking over rough ground, climbing ladders etc.

WORKING CONDITIONS

[Evaluates the disagreeableness of the job environment from the employee’s standpoint – it includes the degree of health hazard and any aspects of necessary travel occasioned by the job]

Mostly inside but with some little exposure to dirt, oil, noise, weather. Limited travelling – some overnight trips. No injury exposure.

THE FOREGOING IS AN ACCURATE DESCRIPTION OF THE POSITION

Director of Corporate Services Signature:	
	Dated:
Chief Administrative Officer’s Signature:	
	Dated: